

# TRAFFIC COMMISSION REPORT

## July 22, 2010

---

### Item VD

#### **NON EMERGENCY MEDICAL TRANSPORTATION**

##### **ISSUE:**

The Traffic Commission requested information on non-emergency medical ambulance services.

##### **DISCUSSION:**

The Burbank Municipal Code Section 13 (3-4-1302) requires that any non-emergency ambulance service obtain a Certificate of Public Convenience and Necessity from the Traffic Commission. The requirements of Section 13 are shown in Attachment 1. Section 3-4-1304 states the six requirements to obtain a Certificate of Public Convenience and Necessity. The County of Los Angeles certifies the operations and personnel of any non-emergency ambulance service. The CHP certifies the physical equipment (vehicles) for EMS service, while the County certifies the personnel, their training, and other required equipment in the ambulance.

Historically, the Traffic Commission has relied on the licensing requirements of the County of Los Angeles as a measure of the serviceability of the proposed service. The Traffic Commission has not approved non-emergency ambulance services that are not certified by the County. Additionally, the Traffic Commission has approved those services that are in close proximity to the City of Burbank, and this company is reasonably close.

The County of Los Angeles code for the licensing of ambulances is shown in Attachment 2. The new ordinance was adopted late last year. The code requires documentation, a hearing, driver certification, and other requirements. The ordinance also establishes fines for noncompliance.

Attachment 3 shows that there are currently 28 companies that are certified to operate in Los Angeles County. Note that 5 companies are certified for ambulate (non-emergency) services. Attachment 4 shows the current schedule for a public hearing for ambulance services.

##### **RECOMMENDATIONS:**

Provide staff with direction on how to proceed with the certification of non-emergency ambulance services in Burbank.

# TRAFFIC COMMISSION REPORT

## July 22, 2010

---

### **ATTACHMENTS:**

1. Burbank Codes
2. Los Angeles County Codes
3. List of County Licensed Ambulance Companies
4. Public Hearing Schedule

## **ARTICLE 13. PRIVATE AMBULANCE SERVICE**

### **3-4-1301: LICENSE FEE; EXCEPTION:**

Every person engaging in the business of carrying patients for hire in a private ambulance shall pay an annual license fee in the amount set forth in the Burbank Fee Resolution; provided, however, that no license or license fee shall be required of any person who delivers but does not pick up patients in the City. Anything to the contrary notwithstanding, it shall be lawful for any person owning or controlling a private ambulance to pick up patients in the City, without obtaining a license or paying a license fee, provided such person first ascertains from the person ordering the service that no licensee hereunder is able or willing to render the service requested, and notifies the Police Department that he is going to make such pick up. [Formerly numbered Section 8-106; renumbered by Ord. No. 3058, eff. 2/21/87; amended by Ord. No. 3623, eff. 6/28/03.]

### **3-4-1302: PERMIT AND CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY:**

No person required to be licensed shall engage in the business of carrying patients for hire in a private ambulance without a permit so to do and a Certificate of Public Convenience and Necessity from the Traffic and Transportation Committee. [Formerly numbered Section 8-107; renumbered by Ord. No. 3058, eff. 2/21/87; 2194.]

### **3-4-1303: APPLICATION FOR PERMIT AND CERTIFICATE:**

Applications for such permit and certificate shall be filed with the License Division and shall contain, in addition to the information required by Section 3-6-202 of this title:

A. Description of Vehicle: A description of the motor vehicle or vehicles which the applicant proposes to use as private ambulances, giving the type, name of the manufacturer, factory number and state license number thereof;

B. Schedule of Rates: A schedule of the rates or fares to be charged for carrying patients in such private ambulances;

C. Insignia: the color scheme, name, monogram or insignia of such private ambulance or ambulances;

D. Financial Status of Applicant: The financial status of the applicant, including the amounts of all unpaid judgments against the applicant and the nature of the transaction or acts giving rise to said judgments;

E. Experience of Applicant: The experience of the applicant in the transportation of passengers; and



F. Additional Data in Support of Application: Any facts which the applicant believes tend to prove that public convenience and necessity require the granting of a certificate. [Formerly numbered Section 8-108; renumbered by Ord. No. 3058, eff. 2/21/87; 2194.]

#### 3-4-1304: INVESTIGATION AND HEARING:

Upon the filing of such application, the License Division shall refer the application to the Traffic and Transportation Committee, which shall investigate the matter and conduct a hearing, if it deems a hearing to be necessary. Notice of such hearing shall be given to all persons to whom permits and Certificates of Public Convenience and Necessity have been issued. Due notice shall also be given the general public by posting a notice of such hearing in the main lobby of the City Hall and as required by California's Ralph M. Brown Act (Gov.C. Sections 54950 et seq.). Any interested person may file with the Traffic and Transportation Committee a memorandum in support of or opposition to the issuance of a permit and certificate. At such hearing testimony and other evidence may be received. The Traffic and Transportation Committee shall have power to determine all issues relative to the granting or denying of such permits and certificates. [Formerly numbered Section 8-109; renumbered by Ord. No. 3058, eff. 2/21/87; 3048, 2194.]

#### 3-4-1305: GRANTING PERMIT AND CERTIFICATE:

Upon completing its investigation or hearing, the Traffic and Transportation Committee shall grant the applicant a permit and Certificate of Public Convenience and Necessity if it finds that further private ambulance service in the City is required by the public convenience and necessity and that the applicant is fit, willing, and able to perform such public transportation and to conform to the provisions of this article and the rules promulgated by the Traffic and Transportation Committee; otherwise, the application shall be denied. In making its finding, the committee shall take into consideration the number of private ambulances already in operation, whether existing transportation is adequate to meet the public need, the probable effect of increased service on local traffic conditions, and the character, experience, and responsibility of the applicant. Every person holding a valid license and permit to engage in the private ambulance business in the City, who was not required to obtain a Certificate of Public Convenience and Necessity at the time of obtaining such license and permit, shall be deemed to be providing private ambulance service in the City required by the public convenience and necessity, and shall also be deemed to be fit, willing and able to perform such public transportation and to conform to the provisions of this article and the rules promulgated by the Traffic and Transportation Committee, and a Certificate of Public Convenience and Necessity shall be issued by the committee to such person without application therefor and without a public hearing thereon. [Formerly numbered Section 8-110; renumbered by Ord. No. 3058, eff. 2/21/87; 2194.]

#### 3-4-1306: ISSUANCE OF PERMIT AND CERTIFICATE:

If the permit and Certificate of Public Convenience and Necessity are granted, the Traffic and Transportation Committee shall approve the application therefor and transmit the same to the License Division for issuance of the permit and certificate. The certificate shall state



the name and address of the applicant, the number of vehicles authorized under the certificate and the date of issuance. [Formerly numbered Section 8-111; renumbered by Ord. No. 3058, eff. 2/21/87; 2194]

#### **3-4-1307: INSURANCE:**

The applicant shall file, and maintain in full force and effect at all times while such private ambulance is being operated, a policy of insurance with an additional insured endorsement naming the City as additional insured. The policy of insurance required hereunder shall satisfy the requirements of Section 3-6-302 of this title and shall contain policy limits required by the License and Code Services Director. Such policy of insurance shall set forth therein the manufacturer's name, together with the factory number, motor number and state license number of each such private ambulance, but failure to specifically define any such ambulance in the policy of insurance shall not preclude recovery thereupon. The policy of insurance may consist of a "fleet policy" covering all cars of the owner. [Formerly numbered Section 8-112; renumbered by Ord. No. 3058, eff. 2/21/87; amended by Ord. No. 3623, eff. 6/28/03.]

#### **3-4-1308: IDENTIFICATION OF AMBULANCES:**

Each ambulance shall bear on the outside of each rear door, in painted letters, not less than two and one-quarter inches ( $2\frac{1}{4}$ " ) in height and not less than five-sixteenths inch ( $\frac{5}{16}$ " ) stroke, the name of the owner or the fictitious name under which he operates, his telephone number and the license number of such ambulance; and, in addition, each ambulance shall bear the color scheme, name, monogram or insignia approved by the Traffic and Transportation Committee for such vehicle. It shall be unlawful for any person to change such color scheme, name, monogram or insignia approved by the Traffic and Transportation Committee for such vehicle. It shall be unlawful for any person to change such color scheme, name, monogram or insignia of an ambulance without first obtaining the approval of the Traffic and Transportation Committee. [Formerly numbered Section 8-113; renumbered by Ord. No. 3058, eff. 2/21/87.]

#### **3-4-1309: GROUNDS FOR REVOCATION:**

Any license, permit or certificate granted or issued under the provisions of this article may be revoked for any of the following causes:

A. Failure to apply for the issuance of such license or permit and certificate within ninety (90) days from the date it was granted; or

B. Failure to operate under or make use of such license or permit and certificate within ninety (90) days after it was granted. [Formerly numbered Section 8-114; renumbered by Ord. No. 3058, eff. 2/21/87.]

Title 7 BUSINESS LICENSES

---

**Chapter 7.16 AMBULANCES\***

7.16.005 Legislative intent.

7.16.010 Definitions.

7.16.020 Rules and regulations.

7.16.030 Licenses--Required.

7.16.040 Vehicle license--Other documentation--Required.

7.16.041 License exemptions.

7.16.042 Waiver by director of licensure conditions under specified circumstances.

7.16.050 Ambulance operator license--Application.

7.16.051 Ambulance operator license required--Special events.

7.16.060 Ambulance operator--Hearing required.

7.16.070 Licenses--Application referred for review--Ambulance operator.

7.16.080 Ambulance operator license--Finding of necessity.

7.16.085 Ambulance operator--Access to books and records.

7.16.090 Ambulance operator--Service requirements.

7.16.100 Ambulance operator--Prohibited acts.

7.16.105 License probation, suspension, or revocation.

7.16.110 Ambulance operator--Ambulette license not required when.

7.16.120 Ambulette operator--Prohibited acts.

7.16.125 Fines for operating an ambulance in Los Angeles County without an ambulance operator's license.

7.16.130 Licensing for private or nonprofit hospitals' or physicians' ambulances.

7.16.140 Driver's and attendant's certificates--Required.

7.16.150 Driver's and attendant's license--Exceptions for certain attendants.

7.16.160 Driver's and attendant's certificates--Carrying for inspection.



- 7.16.170 Ambulance--Both driver and attendant required.
- 7.16.180 Insurance.
- 7.16.190 Insurance--Indemnification.
- 7.16.200 Workers' Compensation insurance required.
- 7.16.210 Ambulance--Mechanical requirements.
- 7.16.215 Ambulance--Design requirements.
- 7.16.220 Ambulance--Inspection prerequisite to license issuance.
- 7.16.225 Ambulance--Inspection of medical equipment and supplies.
- 7.16.240 Vehicle--Odometer test.
- 7.16.280 Rate schedule for ambulances.
- 7.16.290 Rates for multiple loads.
- 7.16.310 Special charges.
- 7.16.330 Total charges computation.
- 7.16.340 Modification of rates.
- 7.16.341 Period base rate review.
- 7.16.345 Ambulance response times.

\* Editor's note: Before Ord. 11806 amended Ch. IV of Ord. 5860 in its entirety, the following ordinances comprised the chapter; these ordinances are still in effect and underlie the provisions of Ord. 11806 even though they cannot, due to changes in section numbering, be shown following specific sections: Ords. 5958 § 12, 1952; 6223 §§ 1-3, 1953; 7153 § 1, 1957; 7159 §§ 8, 9, 1957; 7182 §§ 1, 2, 1957; 7462 § 18, 1959; 7474 §§ 1, 2, 1959; 7479 § 1, 1959; 7545 § 2, 1959; 778 § 4, 1960; 7939 § 1, 1961; 8073 §§ 9-15, 1961; 8097 § 6, 1961; 8283 § 2, 1962; 8485 §§ 3, 4, 1963; 8593 § 1, 1968; 9714 § 15, 1969; 9807 § 8, 1969; 10217 § 10, 1971; 10578 § 1, 1972; 10932 § 1, 1974; 11058 § 1, 1974; 11209 § 1, 1975; 11228 § 1, 1975 and 11410 § 1, 1975 and 11410 § 1, 1976.

#### **7.16.005 Legislative Intent.**

A. It is the board's intent in amending this chapter to undertake the prescribed functions and responsibilities of a local government entity concerning ambulance services as authorized by the state of California pursuant to, among other authority, Health and Safety Code Sections 1443 and 1797, et seq., Welfare and Institutions Code Section 17000, Vehicle Code Section 2512, and case law.

B. It is the board's further intent in enacting this chapter to exercise the full extent available to it under the laws of the state of California its discretion and authority to regulate emergency ambulance services and emergency ambulance rates throughout all the unincorporated and incorporated areas of the county of Los Angeles, except in an incorporated area where such authority is expressly delegated, provided, or reserved to a city by county contract or by law.



(Ord. 88-0181 § 5, 1988.)

#### 7.16.010 Definitions.

For the purpose of this chapter, the following terms are defined and shall be construed as set forth in this section, unless the context clearly indicates otherwise:

A. "Advanced life support (ALS)" means special services designed to provide definitive prehospital emergency medical care, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital as part of a local EMS system at the scene of an emergency, during transport to an acute care hospital, during interfacility transfer, and while in the emergency department of an acute care hospital until responsibility is assumed by the emergency or other medical staff of the hospital.

B. "Ambulance" means a motor vehicle specially constructed, modified, equipped, or arranged for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated persons, authorized by the state as an emergency vehicle, and used, or having the potential for being used, in emergency service to the public. A helicopter or air ambulance is not a motor vehicle for the purpose of this chapter.

C. "Ambulance attendant" means any person other than the ambulance driver who is employed to accompany an ambulance driver while transporting any person needing medical attention or services.

D. "Ambulance driver" means any person who drives an ambulance in which is transported any person needing medical attention or services is transported.

E. "Ambulance operator" means any person or entity who for any monetary or other consideration, or as an incident to any other occupation, transports in one or more ambulances one or more persons needing medical attention or services.

F. "Ambulance services" means the transportation of any person for monetary or other consideration in an ambulance.

G. "Basic life support (BLS)" means emergency first aid and cardiopulmonary resuscitation procedures which, as a minimum, include recognizing respiratory and cardiac arrest and starting the proper application of cardiopulmonary resuscitation to maintain life without invasive techniques until the victim may be transported or until advanced life support is available.

H. "Code 2" means a request for ambulance transport which is urgent and is nonemergency and which cannot be scheduled more than one hour in advance.

I. "Code 3" means the authorized use of red lights and siren during a response or transport.

J. "Critical care transport" or "critical care transport provider" means any transport or person who transports a patient from one health care facility, trauma center, or acute care facility to another where the skill level required in the care of that patient during transport exceeds the basic life-support, Emergency Medical Technician - 1 (EMT-1) level and scope of training.

K. "Emergency call" means a request for an ambulance where an individual has a need for immediate medical attention, or where the potential for such need is perceived by emergency medical personnel or a public safety agency.

L. "Local EMS agency" means the county of Los Angeles department of health services, designated by the board as the local EMS agency pursuant to Health and Safety Code Sections 1797, et seq.

M. "Nonemergency call" means a request for the transport of a stretcher patient to or from a medical facility in a licensed ambulance and which is neither an emergency call nor a critical care transport.

N. "Response time" means the interval of time between the moment the basic items of dispatched information have been obtained by an operator to the moment the operator's ambulance arrives at the scene of pickup. Response time for nonemergency or scheduled calls, or both, shall be within 90 minutes of the time of the call or the scheduled pickup, whichever applies.

O. "Special events" means any situation where a previously announced event or activity creates a need to have one or more ambulances present because of risks of physical harm to participants in the event or activity, or to others in attendance there, or to both such groups. (Ord. 2003-0058 § 2, 2003.)



**7.16.020 Rules and regulations.**

The department of health services in consultation with any other department, agency or body which the board of supervisors designates, may establish and adopt such rules and regulations on the type of ambulance, the type of equipment used, the condition of vehicles, the allowable special charge rates, and any other aspects of ambulance operations, which the director of the department of health services finds is necessary for the preservation of the health and safety of the patients of any ambulance operator and those using the highways. (Ord. 88-0181 § 7, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1022, 1951.)

**7.16.030 Licenses--Required.**

Every ambulance operator shall first procure a license and pay an annual license fee in the amount set forth in Section 7.14.010 of this code under the appropriate heading. (Ord. 91-0002 § 4, 1991: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1003, 1951.)

**7.16.040 Vehicle license--Other documentation--Required.**

Every ambulance used for transporting any person needing medical attention or services, which person entered or was placed in such ambulance at any location (1) in the incorporated or unincorporated area of the county for emergency medical attention or emergency services as a result of a 9-1-1 response, or (2) in the unincorporated area of the county for nonemergency transportation services, shall have and conspicuously display on the left rear portion of such vehicle a county seal issued by the local EMS agency.

Ambulance vehicles are also required to carry the following documents:

- A. Original or facsimile of California Department of Motor Vehicles Registration;
- B. Insurance identification card;
- C. Original or facsimile of county business license or temporary authorization;
- D. Copy of California Highway Patrol (CHP) inspection sheet; and
- E. Original CHP ambulance identification certificate. For new fleet vehicles, a copy of the CHP inspection sheet shall serve as the temporary operating authorization for 30 days following the date of inspection by the CHP.

Failure to provide current vehicle documentation upon request to local EMS agency representatives shall result in the ambulance immediately being taken out of service at the conclusion of the call until such time as current documentation is placed in the ambulance. Company shall provide documentation of current information to the local EMS agency no later than 5:00 p.m. the next business day.

Critical care transport vehicles, staffed at the paramedic (EMT-P) advanced life support level and which pick up patients at any location in Los Angeles County, must have a county license and otherwise meet the requirements of this section. (Ord. 96-0067 § 3, 1996: Ord. 88-0181 § 8, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1003.1, 1951.)

**7.16.041 License exemptions.**

No ambulance operator and no ambulance vehicle license is required where the ambulance operator is a governmental agency. (Ord. 91-0002 § 5, 1991: Ord. 88-0181 § 9, 1988: Ord. 83-0017 § 3 (part), 1983.)

**7.16.042 Waiver by director of licensure conditions under specified circumstances.**

The director of the department of health services may waive in writing any one or more of the licensure procedures or conditions defined in Sections 7.16.020, 7.16.050, 7.16.060, 7.16.070, and 7.16.080, and grant a license to an ambulance operator, if the director finds that adherence



to such procedure(s) or condition(s) will either prevent or delay the securing by the county of cost-effective and efficient emergency ambulance services which the director has determined are immediately needed to serve county residents. As a requirement to the waiver of any such procedure or condition, however, either a county contract for the provision of emergency ambulance services to county residents must be executed by the operator and by the board or the director must find that the ambulance operator provides special events services only. (Ord. 96-0067 § 4, 1996; Ord. 89-0096 § 1, 1989.)

#### **7.16.050 Ambulance operator license--Application.**

Every application for an ambulance operator's license shall be signed by the applicant and filed with the local EMS agency. In addition to the requirements of Section 7.06.020 of this title, the application shall contain the following information:

##### **A. Evidence of Applicant's Financial Capability.**

1. Financial statements: current and pro forma profit and loss statements, depreciation schedule, and current balance sheet. The depreciation schedule shall include a list of vehicles to be used. The balance sheet shall show evidence that the applicant has sufficient liquid assets to sustain the operation during a start-up period of at least six months.

2. Data shall be submitted showing the estimated average cost of operating one trip and the number of trips per day a vehicle must be run to be profitable; the costs per trip should be itemized. The use of break-even-type formulas may be used to show the economic feasibility of the proposed operation;

**B. Evidence from the applicant that the person(s) holding licenses for the operation of the type of vehicle and in the area for which application is being made are inadequately serving the public. Except as expressly provided below, this evidence shall include written statements or other evidence of either inadequate response times or inadequate care by existing providers.**

For purposes of demonstrating that the response times or care of existing providers are inadequate, the applicant may rely on facts provided by the local EMS agency to the extent the local EMS agency chooses to disclose such facts.

In the event that the number of current county-licensed ambulance operators, excluding ambulance operators approved to provide special event services only, is nine or less, an applicant may, in lieu of demonstrating either inadequate response times or inadequate care by existing operators, furnish information showing only how the applicant's operations will enhance the level of service to the community. For the sole purpose of calculating the number of current county-licensed ambulance operators under this subparagraph, two or more corporate ambulance operators whose controlling shares of stock have been acquired by the same person, and which continue to operate under the same individual corporate names as were listed in their county licenses prior to such stock acquisition, shall be considered as one ambulance operator. The applicant, except for those operators providing special events services only, must agree to respond to requests for service within the following county response time standards:

1. Emergency calls: Maximum response times:

Urban: all census tracts with a population density of 100 or more persons per square mile; or census tracts and enumeration districts without census tracts which have a population density of 100 or more persons per square mile: eight minutes.

Rural: all census tracts with a population density of 10 to 99 persons per square mile; or census tracts and enumeration districts without census tracts which have a population density of 10 to 99 persons per square mile: 20 minutes.

Wilderness: census tracts and enumeration districts without census tracts which have a population density of less than 10 persons per square mile: as quickly as possible.

In accordance with Section 7.16.345 of this chapter, the director of the department of health services may waive in writing one or more of these response time requirements for any operator for a prescribed period. However, any change in the maximum response times defined in Section 7.16.050 will require a new agreement waiver.

2. Critical care transport and nonemergency calls: Maximum response time: 90 minutes of the time of the call or the scheduled time of pickup, whichever applies;

**C. Testimony (written or verbal, or both) presented in support of the application from responsibly positioned people, institutions, or users of the service;**

**D. Evidence that the applicant's company has technically qualified management. This evidence shall include the manager's resume showing type and duration of transportation experience, including at least five years of increasingly responsible experience in the operation or**



management of a basic life support or advanced life support service;  
 E. Areas within which the applicant proposes to operate;  
 F. The number and type, age, condition, and patient capacity of each ambulance proposed to be operated by the applicant, and a description of the premises which are to serve as the base of operations;  
 G. Kind and amount of automobile liability, public liability, professional liability, Workers' Compensation, and other insurance of the applicant;  
 H. The color scheme and insignia to be used to designate the ambulance(s) of the applicant;  
 I. Evidence concerning applicant's adherence to rules and regulations.  
 1. Identification of all licenses and franchises held during past 10 years,  
 2. Disclosure of whether the applicant or the principals of the applicant have ever been investigated by any governmental agency and disclosure of the nature of the investigation, and  
 3. Disclosure of whether the applicant or the principals of the applicant have ever had licenses revoked or whether any of them has been convicted of any misdemeanor or felony;  
 J. An objective "business plan" or "statement of work" demonstrating that the granting of a county license would enhance the current system and level of service in the community; and  
 K. Such further information as either the sheriff or the local EMS agency may require.  
 Neither the local EMS agency nor any applicant for an exclusive emergency ambulance or advanced life support operating area under provisions of Health and Safety Code Sections 1797, et seq., is required to adhere to the procedures defined in this code for application for and granting of any such exclusive operating area, unless the local EMS agency chooses to impose one or more of these procedures as part of the process for selecting a grantee for an exclusive operating area. (Ord. 98-0006 § 1, 1998; Ord. 96-0067 § 5, 1996; Ord. 88-0181 § 10, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1004, 1951.)

#### **7.16.051 Ambulance operator license--Special events.**

Every application for an ambulance operator's license for special events services shall be signed by the applicant and filed with the local EMS agency. In addition to the requirements of Section 7.06.020 of this title, the application shall contain the following information:

- A. Applicant agrees to provide special events services only;
- B. Testimony (written or verbal, or both) presented in support of the application from responsibly positioned people, institutions, or users of the service is optional;
- C. Evidence that the applicant's company has technically qualified management. This evidence shall include the manager's resume showing type and duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advanced life support service;
- D. The number and type, age, condition, and patient capacity of each ambulance proposed to be operated by the applicant, and a description and address of the premises which are to serve as the base of operations;
- E. Kind and amount of automobile liability, public liability, professional liability, Workers' Compensation, and other insurance of the applicant;
- F. The color scheme and insignia to be used to designate the ambulance(s) of the applicant;
- G. Evidence concerning the applicant's adherence to rules and regulations, including the following information:
  - 1. Identification of all licenses and franchises held during the past ten years,
  - 2. Disclosure of whether the applicant or the principals of the applicant have ever been investigated by any governmental agency and disclosure of the nature of the investigation, and
  - 3. Disclosure of whether applicant or the principals of the applicant have ever had licenses revoked or whether they have been convicted of any misdemeanor or felony; and
- H. Such further information as the local EMS agency may require.

Ambulance operators providing services for special events only, and who do not respond to calls from the general public, are exempt from 24-hour availability as a licensing prerequisite.

A special events operator shall notify the director of the department of health services or his or her designee, at least seven days prior to providing standby services for any special event in Los Angeles County, of the location and duration of such services.

Rates for special events ambulance services shall be determined by agreement between the events promotor and the special event ambulance operator. Rates charged to the general public for special events transport shall not exceed the general public rates specified in Section



7.16.180 and Section 7.16.310 of this chapter. (Ord. 96-0067 § 6, 1996.)

**7.16.060 Ambulance operator--Hearing required.**

A license required of an ambulance operator shall not be granted until the department of health services or other agency designated by the director of that department holds a public hearing, notice of the time and place of which shall be given to the applicant as provided in Section 7.10.100 of this title. Notice of the time and place of the public hearing shall be sent to all licensed ambulance operators. (Ord. 96-0067 § 7, 1996; Ord. 88-0181 § 11, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1003.7, 1951.)

**7.16.070 Licenses--Application referred for review--Ambulance operator.**

Every application for an ambulance operator's license shall be referred to the sheriff, the department of health services, the department of agricultural commissioner/weights and measures, and any other officer, department, or body that the board designates. (Ord. 96-0067 § 8, 1996; Ord. 88-0181 § 12, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1004.1, 1951.)

**7.16.080 Ambulance operator license--Finding of necessity.**

Except as provided by Sections 7.06.200 through 7.06.260 of this title, the director of the department of health services shall determine whether or not public convenience, safety, and necessity requires the issuance of an ambulance operator's license. To establish public convenience, safety, or necessity for purposes of this section, the applicant shall demonstrate to the satisfaction of the director of the department of health services that it has complied with each of the following requirements:

A. The applicant has complied with all provisions of this title.

B. The applicant is, under normal conditions, serving or likely to serve the public adequately.

C. The applicant has submitted a "business plan" or "statement of work" which demonstrates that the applicant will provide ambulance services which will enhance the current system and the level of services.

D. The applicant is a fit and proper person to have an ambulance operator's license.

The requirements of this section shall be inapplicable to the selection process for the award of an exclusive operating area, pursuant to Health and Safety Code Sections 1797, et seq., unless the director of the department of health services chooses to impose one or more of these requirements as part of such selection process. (Ord. 98-0006 § 2, 1998; Ord. 96-0067 § 9, 1996; Ord. 88-0181 § 14, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1005, 1951.)

**7.16.085 Ambulance operator--Access to books and records.**

Every ambulance operator licensee shall provide the director of the department of health services or his designee with reasonable access to the operator's books and records including, but not limited to financial, dispatch, and personnel records, for the purpose of determining whether the operator is in compliance with this chapter and whether the operator's personnel are in compliance with state law and regulations. (Ord. 88-0181 § 15, 1988.)

**7.16.090 Ambulance operator--Service requirements.**

Every ambulance operator, except an ambulance operator providing special events services only, shall provide emergency ambulance service on a continuous 24-hour-per-day basis, and shall immediately advise the department of health services, the sheriff, and the Los Angeles County fire department, and, if applicable, the ambulance operator's local city communication center, of any disruption in the availability of such service and the reasons therefor. (Ord. 96-0067 § 10,



1996: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1020, 1951.)

#### **7.16.100 Ambulance operator--Prohibited acts.**

No ambulance operator shall:

- A. Fail to dispatch an ambulance within a reasonable time in response to an emergency call from a public agency or authorized emergency transportation operator for that geographical area, unless such entity is immediately advised of a delay in responding to a call;
- B. Fail, neglect, or refuse to disclose to any entity requesting an emergency response that an ambulance is not available, if indeed an ambulance or appropriate staffing therefor is not then available;
- C. Fail, neglect, or delay to provide prompt transportation of the patient to the most accessible and appropriate medical facility in accordance with state law and with department of health services policies in an emergency case;
- D. Use a scanner or radio monitoring device for the purposes of responding to an emergency call when not authorized or requested to respond to that call by the appropriate public safety agency;
- E. Use a red light and siren (i.e., Code 3 operation) for response to calls received as nonemergencies;
- F. Permit the operation of an ambulance in any manner contrary to the provisions of this title or any rule or regulation adopted pursuant thereto and any section of the California Vehicle Code, Titles 13 and 22 of the California Code of Regulations, and the statutes, rules, and regulations of the medicare and medical programs;
- G. Perform the services of a paramedic advanced life support, critical care transport provider unless that operator has first been approved as a paramedic advanced life support, critical care transport provider by the local EMS agency;
- H. Fail to respond to emergency and nonemergency calls within the time parameters set forth in Section 7.16.050 of this chapter, except as may otherwise be specified either in a county contract with the operator or in other sections of this chapter;
- I. Provide paramedic advanced life support, critical care transport services to any person or institution under any circumstances without a contract with the county for the provision of such services; and
- J. Respond to any emergency call that would normally be considered an emergency 9-1-1 call for the authorized emergency transportation operator for that geographical area, unless the call is from either a public entity or such authorized emergency transportation operator requesting backup services. If, upon arrival at the scene of pickup in response to a call for nonemergency services, and after assessment of the patient it is determined that a higher level of prehospital care intervention is needed, the appropriate 9-1-1 dispatching agency shall be notified immediately. (Ord. 96-0067 § 10, 1996: Ord. 88-0181 § 16, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1021, 1951.)

#### **7.16.105 License probation, suspension, or revocation.**

- A. The director of the department of health services may place on probation, suspend, or revoke an ambulance operator license for failure by the licensee to comply, and maintain compliance with, or for violation of, any applicable provisions, standards, or requirements of state statute or regulation, of this code, or of any regulations promulgated hereunder. Probation or suspension of a license is not a condition precedent to revocation of a license.
- B. Before probation, the director of the department of health services shall give written notice to the licensee. Said notice shall:
  - 1. Specify the reasons for which the probation action is to be taken. Such reasons shall include, but are not limited to:
    - a. Violations of this title,
    - b. Failure to make, keep, and provide records required by this section (including records of current CHP inspections),
    - c. Provision of unlicensed vehicles or personnel, and
    - d. Failure to pay required fees;
  - 2. Set forth the term of the probation period not to exceed 120 days;
  - 3. Request a plan of correction for the violation(s) specifying the reasons the action is being taken; and



4. Be served on the licensee, either by delivery to its principal place of business or to its designated agent for service of such notices, if any.
  - C. Before suspension or revocation, the director of health services shall give written notice to the licensee. Said notice shall:
    1. Specify the reasons for which the action is to be taken. Such reasons include, but are not limited to:
      - a. Violations of this section or the California Codes,
      - b. Failure to maintain insurance coverage as defined in Sections 7.16.180 and 7.16.200,
      - c. Failure to maintain Workers' Compensation insurance,
      - d. Repeated and continuous minor violations,
      - e. Conviction of a felony by the licensee,
      - f. Conviction of an offense related to the use, sale, possession, or transportation of narcotics,
      - g. Aiding or abetting an unlicensed or uncertified person to evade the provisions of this title,
      - h. Presenting a threat to public health and safety by using unlicensed or uncertified personnel,
      - i. Failure to provide services as defined in the operator's business plan or statement of work;
    2. Set forth a hearing date, of not more than 15 county working days nor less than seven county working days after the date of delivery of the notice to the licensee;
    3. Specify the date, time, and place of the hearing; and
    4. Be served on the licensee, either by delivery to its principal place of business or to its designated agent for service of such notices, if any.
  - D. If the licensee, subsequent to service of such a probation, suspension, or revocation notice under this section, remedies some or all of the conditions to which the notice refers, the director of the department of health services may rescind the probation, suspension, or revocation at any time.
  - E. At the hearing, the department of health services has the burden of proof and may present evidence as to why such action should be taken and to answer the evidence presented by the licensee.
  - F. The director of the department of health services may reduce the period of time for hearing under a suspension or revocation notice to no less than 24 hours when the director makes written preliminary findings that such action is necessary to protect the public health, safety, and welfare. When, as a result of such an emergency proceeding, a license is suspended or revoked, the licensee may request an additional hearing at which the licensee will have the burden of establishing renewed compliance justifying reinstatement of the license. Such additional hearing will be commenced within five days of the licensee's written request to the director. The request for, and the scheduling of, an additional hearing shall not stay operation of the suspension or revocation order.
  - G. Hearings conducted pursuant to this section shall be conducted before an impartial hearing officer designated by the director of the department of health services who is not an employee of the department. At the conclusion of said hearing, the hearing officer shall expeditiously prepare a written summary of the evidence and proposed findings and conclusions for consideration by the director.
  - H. The director of the department of health services shall issue a written decision within 15 county working days after conclusion of the hearing.
- Except as may be specifically provided by this section or by other provisions of this title, the hearing and appeal rules and regulations reflected in Chapters 7.10 and 7.12 of this title are applicable to the license suspension or revocation proceedings referenced in this section. (Ord. 96-0067 § 11, 1996; Ord. 88-0181 § 17, 1988.)

#### **7.16.110 Ambulance operator--Ambulette license not required when.**

A licensed ambulance operator may provide service rendered by an ambulette operator without the necessity of an additional license. (Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1019, 1951.)

#### **7.16.120 Ambulette operator--Prohibited acts.**

No ambulette operator shall permit the operation of any ambulette in any manner contrary to the provisions of this title or any rule or regulation adopted thereto. (Ord. 11806 § 1 (part), 1978; Ord.



5860 Ch. 4 § 1021.2, 1951.)

**7.16.125 Fines for operating an ambulance in Los Angeles County without an ambulance operator's license.**

- A. Any person who provides ambulance services without an ambulance operator's license shall be fined \$1,000.00 per occurrence.
- B. Before such a fine shall be imposed, the director of the department of health services shall give written notice to the ambulance operator of the intention to impose the fine. Said notice shall:
1. Specify the occurrences for which the fine(s) are to be imposed;
  2. Set forth a hearing date of not more than 15 county working days nor less than seven county working days after the date of delivery of the notice to the licensee;
  3. Specify the date, time, and place of the hearing;
  4. Be served on the licensee either by delivery to its principal place of business or to its designated agent for service of such notices, if any.
- C. At the hearing, the director of the department of health services has the burden of proving the occurrence(s) for which a fine should be imposed.
- D. Hearings conducted pursuant to this section shall be conducted before a hearing officer designated by the director. At the conclusion of the said hearing, the hearing officer shall expeditiously prepare a written summary of the evidence and proposed findings and conclusions for consideration by the director.
- E. The director of the department of health services shall issue a written decision within 15 days after conclusion of the hearing. The fines provisions of this section supersede those of Section 7.04.360 of this code with respect to ambulance operator licensing. (Ord. 88-0181 § 18, 1988.)

**7.16.130 Licensing for private or nonprofit hospitals' or physicians' ambulances.**

- A. The department of health services shall not issue an ambulance operator's license to any privately owned emergency hospital, any privately owned urgent care center, or any private hospital, nonprofit hospital, or physician group.
- B. Provided, however, that the department of health services may make individual exceptions to this limitation if a waiver of the provision is requested. Granting of a request for waiver would be based on a finding that the public convenience and necessity requires issuance of the ambulance operator's license, pursuant to Section 7.16.080 of this chapter. (Ord. 88-0181 § 19, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1021.1, 1951.)

**7.16.140 Driver's and attendant's certificates--Required.**

- A. Every ambulance driver shall possess a valid California Ambulance Driver's Certificate.
- B. Every ambulance driver and every ambulance attendant shall possess a valid Emergency Medical Technician (EMT) IA or EMT-P (Paramedic) certificate. (Ord. 91-0002 § 7, 1991; Ord. 88-0181 § 20, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1021.1, 1951.)

**7.16.150 Driver's and attendant's license--Exceptions for certain attendants.**

Any person who is licensed by the state of California as a physician or registered nurse employed as an ambulance attendant shall not be required to have Emergency Medical Technician certification. (Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1006.1, 1951.)

**7.16.160 Driver's and attendant's certificates--Carrying for inspection.**

- A. Every ambulance driver and every ambulance attendant shall carry during ambulance service working hours the following documents. Ambulance drivers and attendants shall produce such



documents for inspection upon request to the director of the department of health services or his or her designee.

1. Current California driver's license (driver);
2. Current California ambulance driver's license (driver);
3. Current California medical examination report (DL-51) (driver);
4. Current state of California Emergency Medical Technician-1(EMT-1) certification card or current Emergency Medical Technician-Paramedic (EMT-P) license (both driver and attendant);
5. Current Emergency Medical Technician-P (EMT-P) Los Angeles County accreditation certification card--EMT-P's only (both driver and attendant).

Failure to provide current licenses and certifications to a local EMS agency representative upon request shall result in a citation issued to the operator (via the employee). The operator shall also be notified by telephone. The employee shall be removed from service until he or she has all current licenses and certifications in his or her possession. The operator or the employee shall provide documentation of the employee's current certifications to the EMS agency within five days of the issuance date of the citation.

B. Every ambulance operator shall be responsible for promulgating and enforcing employee rules to ensure compliance with this section. An ambulance operator failing to promulgate or to enforce employee rules hereunder shall be subject to appropriate penalties and fines defined in Chapter 7.04. (Ord. 96-0067 § 12, 1996; Ord. 91-0002 § 8, 1991; Ord. 88-0181 § 21, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1007, 1951.)

#### **7.16.170 Ambulance--Both driver and attendant required.**

No ambulance operator, ambulance driver, or ambulance attendant shall transport any sick, injured, convalescent, infirm, or otherwise incapacitated person in any ambulance unless there is present in such ambulance an ambulance driver and an ambulance attendant who are appropriately licensed and certified in accordance with the requirements of Section 7.16.140. (Ord. 91-0002 § 9, 1991; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1007.1, 1951.)

#### **7.16.180 Insurance.**

A. Every applicant for an ambulance operator's license shall obtain and maintain in full force and effect liability insurance, including, but not limited to, comprehensive general liability and comprehensive auto liability, each with a combined single limit of not less than \$1,000,000.00 per occurrence, and professional liability, with a limit of not less than \$1,000,000.00 per claim. Such insurance shall be primary to and not contributing with any other insurance covering or maintained by the county. The general and auto insurance policies shall name the county of Los Angeles as an additional insured. A deductible greater than \$5,000.00 per occurrence may be allowed with the approval of the county risk manager. Such insurance shall be provided by insurer(s) satisfactory to the county risk manager. Evidence of such insurance shall be attached to the application and shall provide that the local EMS agency is to be given written notice at least 30 days in advance of any modification or termination of any such insurance.

B. The minimum limits and forms of coverage of such liability insurance shall be subject to review and adjustment by the county risk manager at the county's sole option. (Ord. 96-0067 § 13, 1996; Ord. 88-0181 § 22, 1988; Ord. 86-0102U § 1, 1986; Ord. 83-0201 § 2, 1983; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1011, 1951.)

#### **7.16.190 Insurance--Indemnification.**

As a condition of the license, the licensee agrees to indemnify, defend, and save harmless the county of Los Angeles, its agents, officers, and employees from and against any and all liability, expenses, including defense costs and legal fees, and claims for damages of any nature whatsoever, including but not limited to, bodily injury, death, personal injury, or property damages arising from or connected with the licensee's activities. Such indemnification shall not apply to claims for damages arising from acts or omissions of other contractors, its subcontractors, its agents, officers, and employees. (Ord. 88-0181 § 23, 1988; Ord. 83-0017 § 3 (part), 1983; Ord.



11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1011, 1951.)

#### **7.16.200 Workers' Compensation insurance required.**

The department of health services shall not grant any ambulance operator's license unless the applicant files with the department of health services a policy of Workers' Compensation insurance or a certificate of consent to self-insure issued by the State Director of Industrial Relations, applicable to all employees of the applicant. The licensee shall thereafter maintain in full force and effect such coverage during the term of the license. Certificates or copies evidencing such coverage shall be provided to and maintained by the department of health services and shall provide that the local EMS agency is to be given written notice at least 30 days in advance of any modification or termination of any such insurance. (Ord. 96-0067 § 14, 1996: Ord. 88-0181 § 24, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1012, 1951.)

#### **7.16.210 Ambulance--Mechanical requirements.**

The director of the department of health services or his or her duly authorized designee shall not grant or issue an ambulance vehicle license for any ambulance which at the time of application is more than eight years old as defined by the initial date the vehicle was first put into service, provided that the date is not greater than one year from the date of its manufacture. However, the director of the department of health services or his or her duly authorized designee may make individual exceptions to the eight-year-old age limitation where the public convenience and necessity would be served, provided that the vehicle meets all other inspection requirements for licensure. (Ord. 96-0067 § 15, 1996: Ord. 88-0181 § 25, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1014, 1951.)

#### **7.16.215 Ambulance--Design requirements.**

A. Ambulance design, equipment, and ancillary equipment shall meet CHP and other local equipment and feature specifications.

B. The patient compartment of an ambulance shall, at a minimum, have:

1. An interior height from floor to ceiling of not less than 60 inches;
2. Aisle width from the edge of the squad bench to the frame of the cot of not less than 11 inches;
3. Interior patient length (measured at floor level) of not less than 116 inches; and
4. A rear loading doorway vertical clearance of not less than 46 inches.

C. Interior storage configuration shall be at the operator's discretion.

D. Provided, however, that the director of the department of health services or his or her designee may make individual exceptions to these limitations if a waiver is requested. Granting of a request for waiver would be based on a finding that public convenience and safety requires issuance of the ambulance vehicle license. (Ord. 96-0067 § 16, 1996.)

#### **7.16.220 Ambulance--Inspection prerequisite to license issuance.**

The director of the department of health services shall not issue any ambulance license until it has verified with the California Highway Patrol that the ambulance has been inspected and that it complies with all of the safety regulations of the State Department of Motor Vehicles and of the California Highway Patrol. The director of the department of health services shall further assure that the ambulance meets all pertinent requirements imposed by this title before issuing a license for the vehicle. (Ord. 88-0181 § 26, 1988: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1015, 1951.)

#### **7.16.225 Ambulance--Inspection of medical equipment and supplies.**

The director of the department of health services or his/her designee(s) shall have the right, at



any time, to conduct vehicular inspections of any and all ambulances operated by any licensed ambulance operator to determine whether proper and sufficient medical equipment and medical supplies exist for the level of emergency care provided by the licensed ambulance operator. (Ord. 88-0181 § 27, 1988.)

#### 7.16.240 Vehicle--Odometer test.

Every ambulance operator making any charges based on mileage shall have the odometer of each ambulance tested and certified annually by the department of agricultural commissioner/weights and measures in accordance with the procedures of that department as defined in county code Chapter 2.40. In the event that the department of agricultural commissioner/weights and measures does not have the testing equipment available at the time an operator applies for a new or replacement vehicle license, operator shall register the vehicle with the department of agricultural commissioner/weights and measures and may obtain a temporary operating authorization from the local EMS agency pending testing by that department. The operator must, however, provide the local EMS agency with a copy of the device registration certificate issued for that vehicle and a certificate of accuracy from a state certified testing agency. Final license approval will be held pending testing and certification by the department of agricultural commissioner/weights and measures. For renewal licenses, the operator shall have the odometer tested by the department of agricultural commissioner/weights and measures. A copy of the current paid device registration certificate shall be submitted at the time of license renewal.

Ambulance operators licensed by the county, whose primary location is outside of Los Angeles County, must comply with the odometer testing requirements of the county of origin, and must provide the local EMS agency with a current copy of that county's certification at time of application for a new ambulance vehicle license, replacement vehicle status, or ambulance license renewal. If the county of origin does not require odometer testing by county, the ambulance operator shall provide a copy of certificate from a state certified agency documenting the accuracy of each vehicle odometer.

Special events only operators, who do not charge for mileage, are exempt from the odometer testing requirement. (Ord. 96-0067 § 17, 1996; Ord. 88-0181 § 29, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1018, 1951.)

#### 7.16.280 Rate schedule for ambulances.

A. An ambulance operator shall charge no more than the following rates for one patient:

1.	Response to call with equipment and personnel at an advanced life support (ALS) level,	\$1,232.50
2.	Response to call with equipment and personnel at a basic life support (BLS) level,	\$863.25
3.	Code 3 used during response or transport, per incident,	\$118.00
4.	Code 2 used during response or transport per incident,	\$46.50
5.	Mileage Rate. Each mile or fraction thereof,	\$17.00
6.	Waiting Time. For each 15-minute period or fraction thereof after the first 15 minutes of waiting time at the request of the person hiring the ambulance	\$46.50
7.	Standby Time. The base rate for the prescribed level of service and, in addition, for each 15-minute period or fraction thereof after the first 15 minutes of standby time,	\$44.50



B. This section does not apply to a contract between the ambulance operator and the county where different rates or payment mechanisms are specified. (Ord. 2003-0058 § 3, 2003; Ord. 94-0038 § 1, 1994; Ord. 91-0071 § 2, 1991; Ord. 90-0088 § 1, 1990; Ord. 89-0092 § 2, 1989; Ord. 88-0170 § 1, 1988; Ord. 87-0131U § 1, 1987; Ord. 86-0111 § 1, 1986; Ord. 85-0171 § 1, 1985; Ord. 85-0120U § 1, 1985; Ord. 83-0201 § 3, 1983; Ord. 83-0017 § 3 (part), 1983; Ord. 82-0105 § 1, 1982; Ord. 12077 § 1 (part), 1980; Ord. 11993 § 1, 1979; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1008, 1951.)

\* Editor's note: Fee changes in this section include changes made by the director of health services due to increases in the Consumer Price Index and are effective July 1, 2010.

#### 7.16.290 Rates for multiple loads.

A. For multiple loads from the same point of origin to the same destination, an ambulance operator shall charge one-half of the base rate and one-half of the mileage rate for each additional patient. The total charges shall then be divided equally among the patients.  
 B. For multiple loads with either different points of origin or destinations, an ambulance operator shall charge one-half the base rate and one-half the mileage rate for each additional patient. The total charges shall be computed and proportionately prorated among the patients.  
 C. This section does not apply to a contract between an ambulance operator and the county where different rates or payment mechanisms are specified. (Ord. 88-0170 § 2, 1988; Ord. 83-0017 § 3 (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1009, 1951.)

#### 7.16.310 Special charges.

\*A. An ambulance operator shall charge no more than the following rates for special ancillary services:

1.	Request for service after 7:00 p.m. and before 7:00 a.m. of the next day will be subject to an additional maximum charge of	\$76.50
2.	Persons requiring oxygen shall be subject to an additional maximum charge per tank or fraction thereof, of	\$59.25
3.	Backboard, splints, KED	\$46.25
4.	Traction splints	\$83.00
5.	Transport—noncompany staff medical personnel—first one-half hour	\$29.75
6.	Neonatal transport	\$176.50
7.	Ice packs	\$24.75
8.	Bandages, dressing	\$24.75
9.	Oxygen cannula/mask	\$24.75
10.	Cervical collar	\$41.75
11.	Obstetrical kit	\$45.25
12.	Burn kit	\$45.25
13.	Nurse critical care transport—per hour	\$210.75
14.	Volume ventilator	\$159.00
15.	Respiratory therapist for the first three hours, and	\$240.00



\$105.75 per hour after the first three hours

- |     |                          |         |
|-----|--------------------------|---------|
| 16. | Pulse oximeter           | \$80.25 |
| 17. | Infusion pump (per line) | \$80.25 |

18. Helicopter support response: An operator may charge all service and supply charges that would apply if the call was a land-based response; and

19. Where other special services are requested or needed by any patient or authorized representative thereof, a reasonable charge commensurate with the cost of furnishing such special service may be made, provided that the ambulance operator shall file with the director of the department of health services a schedule of each special service proposed and the charge therefore, which charge shall be effective unless modified, restricted, or denied by the director of the department of health services. Special services are defined as services provided to a patient that are unique and individual to a specific patient's needs, and are performed on a limited basis. Charges for special services provided to patients that are new services, but will become an industry standard, must be reviewed and a rate commensurate with the service developed prior to ambulance operators charging such rate to the general public. Such rates shall not be charged to patients until approved by the board of supervisors.

B. This section does not apply to a contract between an ambulance operator and the county where different rates or payment mechanisms are specified. (Ord. 2003-0058 § 4, 2003: Ord. 96-0067 § 18, 1996: Ord. 94-0038 § 2, 1994: Ord. 91-0071 § 3, 1991: Ord. 90-0088 § 2, 1990: Ord. 89-0092 § 3, 1989: Ord. 88-0181 § 33, 1988: Ord. 88-0170 § 3, 1988: Ord. 87-0131U § 2, 1987: Ord. 86-0111 § 2, 1986: Ord. 85-0120U § 2, 1985: Ord. 83-0201 § 4, 1983: Ord. 83-0017 § 3 (part), 1983: Ord. 82-0105 § 3, 1982: Ord. 12077 § 1 (part), 1980: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1010, 1951.)

\* Editor's note: Fee changes in this section include changes made by the director of health services due to increases in the Consumer Price Index and are effective July 1, 2010.

### 7.16.330 Total charges computation.

The total charges shall be the sum of the appropriate base rate plus the mileage rate applied to the distance actually traveled, plus the time rate applied to requested waiting or standby time, plus any special charges which apply. Ambulance operators who choose to use computer-based mileage calculations to provide consistency in mileage billing in lieu of the distance recorded by the ambulance vehicle driver, shall request authorization from the local EMS agency prior to implementation of such a program. As part of the authorization process, the operator shall provide the local EMS agency with a quality assurance program that details the operator's plan for periodic reviews of both the computer mileage assisted calculations and the data entry process to insure that the patient is not overcharged. The local EMS agency will approve or reject use of a computer-based mileage calculation program within 30 days of receipt of a request for approval. All rates, including computer-based mileage charges, are to be computed from the time the ambulance arrives for hire until the ambulance is discharged by the patient or his or her authorized representative. (Ord. 96-0067 § 20, 1996: Ord. 83-0017 § 3 (part), 1983: Ord. 11806 § 1 (part), 1978: Ord. 5860 Ch. 4 § 1025, 1951.)

### 7.16.340 Modification of rates.

The maximum rates chargeable to the general public as set forth in Sections 7.16.280 and 7.16.310 of this chapter shall be adjusted effective July 1, 1992, and on July 1st of each year thereafter, to reflect changes in the value of the dollar. For each of the one year periods respectively beginning July 1, 1992 and July 1, 1993 such adjustments shall be made by multiplying the base amounts by the percentage change in the transportation portion of the Consumer Price Index for All Urban Consumers, Western Region, as compiled and reported by the Bureau of Labor Statistics for the 12-month period ending with the last day of the prior month of February. Beginning July 1, 1994, and on each July 1 thereafter, such adjustments shall be



determined by multiplying the base amounts by the average of the percentage changes of the transportation portion and of the medical portion of the Consumer Price index for All Urban Consumers, Western Region, as compiled and reported by the Bureau of Labor Statistics for the 12-month period ending with the last day of the prior month of February. The result so determined shall be rounded to the nearest \$0.25 and added or subtracted, as appropriate, to the rate. The director of the department of health services shall initiate implementation of these rate changes by notifying in writing each licensed private ambulance operator in Los Angeles County thereof, and any other individual or agency requesting such notification from the director. Such notice shall be sent by first class mail no later than June 15 of the prior period. (Ord. 94-0038 § 3, 1994; Ord. 91-0071 § 4, 1991; Ord. 88-0170 § 4, 1988; Ord. 83-0017 § (part), 1983; Ord. 11806 § 1 (part), 1978; Ord. 5860 Ch. 4 § 1017, 1951.)

#### **7.16.341 Period base rate review.**

The maximum base rates for ALS and BLS services, as reflected in Section 7.16.280, shall be reviewed in accordance with the following procedures, and adjusted, if appropriate, effective first on January 1, 2005 and later, also if appropriate, on January 1 of every other year thereafter. On or about July 1 of the year prior to the January 1 adjustment date, the director of the department of health services shall review the ALS and BLS ambulance rates of all other counties in California to determine the average rates for these services in effect for these counties as of the review date. If the Los Angeles County rates are equal to or above average, no adjustment to the Los Angeles County Code rates will be made under this provision. If one or both of the Los Angeles County rates are less than the average, then an appropriate adjustment to the rate or rates shall be made to bring it (them) to the average. Any required adjustment shall be rounded to the nearest \$0.25.

The director of the department of health services shall initiate implementation of these rate adjustments by notifying in writing each licensed private ambulance operator in Los Angeles County thereof, and any other individual or agency who has requested such notification from the director. Such notice shall be sent by first class mail no later than December 15 of the prior rate period.

Nothing herein is intended to prevent licensed ambulance operators from demonstrating that ALS and BLS rates in Los Angeles County fail to provide operators with a reasonable rate of return on their investment. A licensed operator at any time may submit to the director of the department of health services its cost and revenue data, and other pertinent documentation which the director may require for this purpose.

If this information evidences to the director's satisfaction that the ALS rate or BLS rate, or both, fail to provide the operator with a reasonable rate of return, the director shall propose a different base rate structure to the board of supervisors for consideration. (Ord. 2003-0058 § 5, 2003.)

#### **7.16.345 Ambulance response times.**

Licensed ambulance operators shall meet in 90 percent or more of all ambulance runs during any calendar quarter the maximum response times defined in Section 7.16.050 of this chapter. The director of the department of health services may waive in writing one or more of these response time requirements for any operator for a prescribed period. In determining whether to grant any such waiver, the director must find that one or more of the following geographical or other special or unusual conditions for the area for which the waiver is sought prevented the operator from satisfying the response time requirement(s):

- A. Physical isolation of the area;
- B. Topographical conditions;
- C. Road conditions;
- D. Adverse weather conditions. (Ord. 88-0181 § 34, 1988.)

[<< previous](#) | [next >>](#)





**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
EMERGENCY MEDICAL SERVICES AGENCY  
LICENSED AMBULANCE/AMBULETTE PROVIDERS**

COMPANY	BUSINESS ADDRESS	DISPATCH PHONE NUMBER	BUSINESS PHONE NUMBER	SERVICE LEVEL(S)				NOTES
				B L S	A L S	C C T		
Allen Ambulance Service	9602 S. Central Avenue Los Angeles, CA 90002	(323) 732-9156	(323) 732-9156	X				Currently approved for ambulette (van) services only
AmbuServe, Inc.	15105 S. Broadway Avenue Gardena, CA 90248	(866) 249-1800	(310) 644-0500	X	X			
American Medical Response	1055 W. Avenue J Lancaster, CA 93534	(877) 808-2100	(661) 947-1234	X	X	X		
Americare Ambulance Service	1059 E. Bedmar Street Carson, CA 90746	(888) 923-9723	(310) 835-9390	X	X	X		
Antelope Ambulance Service	42540 N. 6 <sup>th</sup> Street East Lancaster, CA 93535	(661) 951-1998	(661) 951-1998	X	X			
Bowers Ambulance	3355 E. Spring Street, Suite 301 Long Beach, CA 90806	(877) 378-1938	(562) 988-6460	X	X	X		
Care Ambulance Service	1517 Braden Court Orange, CA 92868	(562) 531-1700 (626) 449-2273 (323) 469-1234 (310) 777-0389	(714) 288-3800	X				Dispatch numbers are toll free from the area code listed
Emergency Ambulance Service	3200 E. Birch Street, Suite A Brea, CA 92821	(800) 400-0689	(714) 990-1742	X		X		
Gerber Ambulance Service	19801 Mariner Avenue Torrance, CA 90503	(888) 405-1133	(310) 542-6464	X	X	X		
Guardian Ambulance Service	1854 E. Corson Street, Suite 1 Pasadena, CA 91107	(626) 405-8848	(626) 792-3688	X	X			
Impulse Ambulance	12531 Vanowen Street North Hollywood, CA 91605	(877) 311-5555	(818) 982-3500	X	X	X		
Liberty Ambulance	14109 Pontilavoy Santa Fe Springs, CA 90670	(562) 741-6230	(562) 741-6230	X	X	X		Formerly APT Medical Transportation
Mauran Ambulance Service	1211 First Street San Fernando, CA 91340	(866) 628-7261	(818) 365-3182	X				

Service Level Legend: ALS-Advanced Life Support (Paramedic)      BLS-Basic Life Support (EMT-I)      CCT-Critical Care Transport (Nurse Staffed)





**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
EMERGENCY MEDICAL SERVICES AGENCY  
LICENSED AMBULANCE/AMBULETTE PROVIDERS**

COMPANY	BUSINESS ADDRESS	DISPATCH PHONE NUMBER	BUSINESS PHONE NUMBER	SERVICE LEVEL(S)				NOTES
				B L S	A L S	C C T		
MedCoast Ambulance Service	14325 Iseli Road Santa Fe Springs, CA 90670	(866) 926-9990	(866) 926-9990	X				
MedReach	1303 Kona Drive Rancho Dominguez, CA 90220	(800) 788-3440	(310) 781-9395	X			X	
MedResponse	16128 Cohasset Street Van Nuys, CA 91406	(888) 633-3333	(818) 989-3000	X				
Mercy Ambulance Service	8218 S. Garfield Avenue Bell Gardens, CA 90201	(626) 536-7963	(626) 536-7963	X				
Patriot Ambulance	1347 Inglewood Avenue Hawthorne, CA 90250	(310) 973-7494	(310) 973-7494	X				
Priority One Medical Transportation	740 S. Rochester Avenue, Suite E Ontario, CA 91761	(800) 600-3350	(800) 600-3370	X	X			
PRN Ambulance	345 S. Woods Avenue Los Angeles, CA 90022	(866) 776-4262	(323) 888-7750	X	X	X		Also provides ambulette (van) services
Rescue Services International	5462 Inwindale Avenue, Suite B Inwindale, CA 91706	(800) 989-5027	(626) 385-0440	X	X			
Schaefer Ambulance Service	4627 W. Beverly Boulevard Los Angeles, CA 90004	(800) 582-2258 (800) 966-4727	(323) 469-1473	X	X	X		Second dispatch phone number is for Pomona area
Trinity Ambulance and Medical Transportation	11745 Firestone Boulevard Norwalk, CA 90650	(888) 677-1003	(562) 677-1000	X				
WestCoast Ambulance Service	6739 Victoria Avenue Los Angeles, CA 90043	(800) 880-0556	(800) 880-0556	X	X			
Westmed/McCormick Ambulance	13933 S. Crenshaw Boulevard Hawthorne, CA	(888) 349-8944	(310) 219-1779	X	X			
SPECIAL EVENTS ONLY								
NONE AT THIS TIME								

Service Level Legend: ALS-Advanced Life Support (Paramedic)      BLS-Basic Life Support (EMT-I)      CCT-Critical Care Transport (Nurse Staffed)





**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
EMERGENCY MEDICAL SERVICES AGENCY  
LICENSED AMBULANCE/AMBULETTE PROVIDERS**

**AMBULETTE (NON-EMERGENCY) ONLY PROVIDERS**

COMPANY	BUSINESS ADDRESS	DISPATCH PHONE NUMBER	BUSINESS PHONE NUMBER	NOTES
MedExpress Transportation	6739 Victoria Avenue Los Angeles, CA 90043	(323) 866-0800	(323) 866-0800	
Economy Transport LLC dba SafeCare Transportation	3521 Lomita Boulevard, Suite 102 Torrance, CA 90505	(888) 588-6777	(888) 588-6777	
South Bay NETS	25110 Narbonne Avenue Lomita, CA 90717	(310) 534-3380	(310) 534-3380	

As of March 29, 2010

Service Level Legend: ALS-Advanced Life Support (Paramedic)      BLS-Basic Life Support (EMT-I)      CCT-Critical Care Transport (Nurse Staffed)



# **Ambulance/Ambulette Operator Licensing Public Hearing Schedule 2010**

If an application for an Ambulance/Ambulette Operator Business License is determined to be complete and in compliance with the Los Angeles County Code, a public hearing is scheduled as defined in Section 7.16.060 - Ambulance Operator Hearing Required and Section 7.17.050 - License - Application - Hearing required. Following are the prescheduled dates of these hearings for calendar year 2010:

**March 11, 2010  
1:00 p.m. - 3:00 p.m.**

**~~July 8, 2010~~ -- CANCELLED  
1:00 p.m. - 3:00 p.m.**

**September 9, 2010  
1:00 p.m. - 3:00 p.m.**

**December 9, 2010  
1:00 p.m. - 3:00 p.m.**

**Applicants shall receive notice of the time and place of their hearing; such notice shall be given not less than five (5) days before such hearing pursuant to Section 7.10.100 of the Los Angeles County Code. Notice of the time and place of the public hearing shall also be sent to all licensed ambulance operators and posted on this site. If there are no applicants scheduled, the hearing will be cancelled and such notice shall be posted on this site.**

**Please contact Luanne Underwood, Ambulance Programs/Special Projects Coordinator at (562) 347-1681 or by e-mail at [luunderwood@dhs.lacounty.gov](mailto:luunderwood@dhs.lacounty.gov) for any questions.**